

VOLUME 13 INDEX

FALL 1995	1-82
WINTER 1995	83-164
SPRING 1996	165-260
SUMMER 1996	261-352

A

- Abortion, debate on, 324-325, 327
- Abuse. *See* Domestic abuse/violence
- Academy of Family Mediators (AFM), 167, 208, 224
- Adjudication: defined, 245; lesbian/gay mediation and, 160; mediation and, 245; status offenses and, 244. *See also* Litigation
- Adjusted Winner (AW) model: bargaining theory and, 191; case examples (hypothetical), 194-197, (actual), 197-203; description of, 192-194; litigation and, 197-203; properties of, 191-192
- Advanced medical directives: case example, 120-121; concerns about, 117; defined, 116; educational interventions and, 119; family conflict and, 120-121; family involvement and, 118-119; forms of, 116; patient rationale and, 120; proponents of, 116-117; purpose of, 116; reasons for instigating, 118; research findings on, 118-119; stability/validity of, 119; statistics on, 117-118
- "Advanced Medical Directives and Family Conflict: A Potential Opportunity for Mediator Intervention," 115-124
- Agreement: client satisfaction with, 58-59; coparental relations and, 61-62; follow-up on, 63-64; gender and, 59-61; mediator practice styles and, 55-56; practice setting and, 56-57; rate of, 57-58; redefining successful, 73; settlement-oriented, 73
- Alternative dispute resolution (ADR): Adjusted Winner model of, 191-204; conflict management training and, 40; growth of, 37, 305; legal profession and, 295; mandating of, 258; negotiation training and, 40; school-based mediation and, 40; student education in, 255; training and, 43-44. *See also* Dispute resolution training; Mediation
- Ambivalence, 291
- Anger, 91, 96-97, 281-282, 311
- Appreciation: conflict and, 288; importance of, 288; recognition and, 288-289
- Articles: "Advanced Medical Directives and Family Conflict: A Potential Opportunity for Mediator Intervention," 115-124; "Camp Sister Spirit: A Retreat Under Siege," 151-163; "Constructive Confrontation: A Transformative Approach to Intractable Conflicts," 305-322; "Cultural Competence in Family Mediation," 167-178; "Directing and Administering a Mediation Program: The Transformative Approach," 295-304; "The Disputing Process: An Ethnographic Study of a Homeowners Association," 99-113; "From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344; "Inviting Fortuitous Events in Mediation: The Role of Empowerment and Recognition," 287-294; "Mediating Status Offender Cases: A Successful Approach," 243-260; "The Mediator as Trickster: The Folklore Figure as Professional Role Model," 131-149; "Power Imbalance in Divorce and Interpersonal Mediation: Assessment and Intervention," 85-98; "Practical and Ethical Concerns in Divorce Mediation: Attending to Emotional Factors Affecting Mediator Judgment," 217-227; "Practice Guidelines for Co-Mediation: Making Certain That 'Two Heads Are Better Than One,'" 179-189; "A Procedure for Divorce Settlements," 191-205; "Reflexive Dialogue as Transformation," 345-352; "Resolving Parental Abduction: Child Find of America's Mediation Program," 207-216; "Respecting the Struggle: Following the Parties' Lead," 279-286; "The Role of the Mediator in Family Mediation," 125-130; "Transformative Mediation and Third-Party Intervention: Ten Hallmarks of a Transformative Approach to Practice," 263-278;

Articles (continued)

- "Women and Mediation: A Chance to Speak and to Be Heard," 229-241

B

- Barotse law, 100
 Barsky, A., "Cultural Competence in Family Mediation," 167-178; "Issues in the Termination of Mediation Due to Abuse," 19-35
 Becker, C., "From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344
 Benjamin, M., "Research in Family Mediation: Review and Implications," 53-82
 Benjamin, R. D., "The Constructive Uses of Deception: Skills, Strategies, and Techniques of the Folkloric Trickster Figure and Their Application by Mediators," 3-18; "The Mediator as Trickster: The Folklore Figure as Professional Role Model," 131-149
 Blame, 283-285
 Brams, S. J., "A Procedure for Divorce Settlements," 191-205
 Burgess, G., "Constructive Confrontation: A Transformative Approach to Intractable Conflicts," 305-322
 Burgess, H., "Constructive Confrontation: A Transformative Approach to Intractable Conflicts," 305-322
 Bush, R.A.B., "Transformative Mediation and Third-Party Intervention: Ten Hallmarks of a Transformative Approach to Practice," 263-278

C

- Camp Sister Spirit, dispute mediation: adjudication and, 160; background, 151-154; community conflict and, 155-156; community lawsuit and, 156; congressional hearing and, 158-160; court decisions and, 157; federal intervention and, 154; media negotiation and, 157-158
 "Camp Sister Spirit: A Retreat Under Siege," 151-163
 Chasin, L., "From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344
 Chasin, R., "From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344
 Child custody: emotional factors and, 218; parental abduction and, 210
 Child Find mediation program: consultant's role in, 210; criteria for successful mediation, 211-212; mediation coordinator's role in, 209; operation, 209-210; origins, 208; premises, 208; services protocol, 210-211; successful cases, 212-214; theoretical assumptions, 208-209; unsuccessful cases, 214-215; volunteer mediator's role in, 209-210
 Child Find of America, Inc., 208
 Children: cross-cultural mediation and, 173-175; divorce and, 126-127; parental abduction of, 207-208; transformative mediation and, 285. *See also* Juveniles
 Children in Need of Services (CHINS), 248
 Co-mediation: advantages of, 180; consultative decision making and, 185; cross-cultural mediation and, 188; divorce mediation and, 188; drawbacks of, 180; fall-back plan with, 186; goal compatibility and, 181; guidelines for, 181-188; leadership role and, 182; mediator training/development and, 188; mentorship and, 188; mutual support and, 187; noncompetition and, 185; opening statements and, 184-185; post-session debriefing and, 187; seating arrangements for, 182-183; task assignment in, 184; team diversity in, 186; unified focus of, 185-186; uses of, 179-180
 Cohen, O., "The Role of the Mediator in Family Mediation," 125-130
 Collaboration: dialogue facilitation and, 330-331; family therapy and, 329-330; Public Conversations Project and, 328-331
 Collins, D., "Cultural Competence in Family Mediation," 167-178
 Commons: apathy and, 111-112; defined, 99; dilemma of, 99; homeowners associations and, 99, 104-105, 111; institutional rights/duties of, 104; limited, 105; Pondtrees (Fla.) case example, 104-105; volunteers and, 110
 Communication: active listening and, 219; cross-cultural family, 172-173; cross-cultural mediation and, 170; disclosure

- and, 24; reality construction and, 6-7.
 See also Language
- Communications theory, 6
- Community Associations Institute (CAI), 100
- Conflict: adversarial process of, 288; anthropological perspective on, 100-101; appreciation and, 288; Barotse law and, 100; delusional thinking and, 5; dynamic change and, 345; emotional consequences of, 120; escalation and, 313-314; factors contributing to, 100-101; family, 120-121; healing human, 259; intimate relationships and, 120; mediators and, 144-146; medical model and, 308; natural view of, 3-4; nonkinship organizations and, 100; nonrational aspects of, 6; origins of, 100; pathologies of, 309-314; polarization and, 313-314; rationalist view of, 3-4, 6; residential corporations and, 110; social instability and, 101; social rules/status and, 100-101; training and, 40, 43; trickster figure and, 144-146. *See also* Identity conflict; Intractable conflicts
- Conflict management programs, 40
- Conflict overlays: defined, 308; escalation and, 313; fact-finding problems and, 312-313; framing problems and, 309-310; misunderstandings and, 310-312; polarization and, 313-314; procedural problems and, 312
- Conflict Research Consortium (University of Colorado), 306
- Conflict resolution, 175. *See also* Alternative dispute resolution (ADR)
- Conflict transformation, 321
- Constructive confrontation: conflict overlays and, 308-314; conflict pathologies and, 309-314; conflict strategy of, 319; conflict transformation and, 321; core conflict problems and, 314-318; cyclical nature of, 320 diagnosis in, 308; empowerment and, 307; goals of, 319; incremental approach of, 308, 319-320; intractable conflicts and, 207-218; medical model of, 307-308; overview of, 307; public policy and, 321; recognition and, 307; resolution and, 308, 318; results monitoring in, 309; steps in, 308-309; structured nature of, 321; third-party intervenors and, 320-321; transformative mediation and, 318-321; treatment options in, 308-309, 314-318; as value-based, 320
- "Constructive Confrontation: A Transformative Approach to Intractable Conflicts," 305-322
- "Constructive Uses of Deception: Skills, Strategies, and Techniques of the Folkloric Trickster Figure and Their Application by Mediators, The," 3-18
- Context, mediation: dichotomous approach to, 7; dissonance creation in, 7-8; language use in, 8; mediator: transformation of, 7-14; metaphors/stories in, 8-9; metas-trategies in, 14; mistakes in, 11-12; paradox and, 9-10; questioning in, 10-11; reframing and, 9; ritual/drama in, 12-14
- Cross-cultural mediation: co-mediation and, 188; core knowledge dimensions in, 170-176; cultural diversity/heterogeneity and, 169-170; cultural relativism and, 170; mediator communication skills and, 170; mediator values and, 169-170; Pakistani populations and, 168-176; Vietnamese populations and, 168-176. *See also* Cultural competence, mediator
- Cultural competence, mediator: barriers to, 176; conflict resolution and, 175; cultural group and, 170-171; cultural life cycle and, 171-172; dimensions of, 169-176; family communication and, 172-173; family role and, 171; mediator values and, 169-170; mother/father role and, 173-174; process of, 168-169; separation/divorce and, 174-175; sources of help and, 175-176; suggestions for, 176-177; training/resources for, 177-178. *See also* Cross-cultural mediation
- "Cultural Competence in Family Mediation," 167-178
- Culture: defining characteristics of, 170; learning about, 168-169; life cycle and, 171-172; meaning of family in, 171

D

- Dattner, N., "The Role of the Mediator in Family Mediation," 125-130
- Deception: biological importance of, 4, 14; clinical definition of, 15; constructiveness of, 4, 14; ethics and, 14-16; human affairs history of, 4-5; mediation skill and, 15-16; noble lie and, 16-17;

Deception (*continued*)

operational definition of, 16; paradox of, 16; pejorative connotations of, 15; professional practice of, 15; purpose of, 15-17; rational/cultural tradition and, 4-5. *See also* Trickster-mediator strategies

Decision-making model for ethical dilemmas, 21-22

deMayo, R. A., "Practical and Ethical Concerns in Divorce Mediation: Attending to Emotional Factors Affecting Mediator Judgment," 217-227

Dichotomous problem solving, 7

"Directing and Administering a Mediation Program: The Transformative Approach," 295-304

Dispute. *See* Conflict

Dispute resolution training: benefits of, 38 defined, 38; dispute prevention and, 40-41; goal of, 44; international disputes and, 41; as intervention, 43-44; labor-management negotiations and, 39; learning context and, 41-42; in Massachusetts (case study), 42-43; negotiation training and, 39; school-based, 40; as third-party intervention, 38-40

"Disputing Process: An Ethnographic Study of a Homeowners Association, The," 99-113

Dissonance, 7-8

Diversity, 236-238

Divorce: anger and, 281; blaming and, 283-285; child custody issues and, 210, 218; children and, 126-127; cultural dimensions of, 174-175; emotional context of, 125, 218; fairness and, 283; illness metaphor of, 9; in Israel, 125; patterns of, 69; short-/long-term effects of, 129; therapy-oriented view of, 127. *See also* Family mediation

Divorce mediation: active listening in, 219-220; addressing client concerns in, 220-221; Adjusted Winner application to, 194-203; ambivalence in, 291; balanced orientation of, 127; blaming in, 283-285; case examples, 222-224, 280-285, 287-292; co-mediation and, 188; definitions of, 126; disclosure of assets in, 292; emotional context of, 218-219, 280-285; establishing guidelines for, 291-292; fairness in, 283-284, 293; guiding principle of, 290; interac-

tive mediator efforts and, 219-222; intersubjective approach and, 220-221, 224; in Israel, 125, 129; legally oriented, 127; mediator knowledge/skills and, 126, 128-129; mediator role in, 128; models for, 127-128; opening statement in, 290; orientations of, 127-128; parties' goals in (case example), 290-291 principles of, 284; professional standards of, 129; reaching fair agreement in, 221-222; recommendations for ethical, 224-226; research on, 217; resistance in, 282; resolving impasse in, 220-221; rethinking practice of, 290-293; settlement considerations in, 95; stages of, 128; therapy-oriented, 127; timing in, 282-283; transformative practice in (case examples), 280-285, 287-292; women's satisfaction with, 85-86

Domestic abuse/violence: defined, 19; litigation and, 235; mediation and, 91, 235-236; mediator training for, 91; policies for dealing with, 33; safety issues and, 20-21, 236; transformative approach and, 236

E

EATNA (expected alternatives to a negotiated agreement) limit, 315-316, 318

Empowerment: basic mediation practices and, 290-293; basis for, 87; caucusing and (case example), 289; communication theory and, 86; constructive confrontation and, 307; defined, 289-290; definitions of, 341; domestic violence and, 236; emotional outbursts and, 293; focus on future and, 292-293; in mediation, 87; opportunities for, 291-292; as over-sold, 88; power dynamics and, 86-87; recognition and, 289; teaching, 293-294; techniques for, 96; transformative mediation and, 263-264, 277; women's, 88

Escalation, 313-314

Este, D., "Cultural Competence in Family Mediation," 167-178

Ethics: deception and, 14-17; decision-making model and, 21-22; deontology and, 31; feminist view of, 33; intersubjective perspective and, 224-226; justice approach to, 32; personal, 23; profes-

sional, 23; teleology and, 31-32; truthfulness and, 15. *See also* Values

F

Fact-finding problems, 313

Fairness, 221-222, 283-284, 293, 318

Family mediation: agreement follow-up in, 63-64; agreement rate in, 57-58; client satisfaction in, 58-59; consensual nature of, 246; coparental relations and, 61-62; costs of, 62-63; court-based, 55-57, 72; cross-cultural dimensions of, 168-178; cross-cultural importance of family and, 171; effectiveness/efficiency of, 68; family changes and, 245; family roles/dynamics and, 173-174; gender differences in, 59-61; litigation versus, 58, 69; mediator practice and, 55-56; models of, 70-71, 72-73; patient self-determinism and, 120-123; power versus weakness debate in, 85; practice setting and, 56-57; promise of, 69; redefining success in, 73; research on (review), 54-73; as service technology, 68; settlement-approach to, 73; success predictors in, 67-68; variables in, 69-70. *See also* Pro Se Family Mediation Project; Therapeutic family mediation (TFM)

Family Mediation Canada, 167

Family therapy: collaboration in, 329-330; contextual, 340; expert stance in, 340; fostering new in, 334; postmodern, 342; preventing old in, 331-332; schools of, 340

Family, Pakistani: communication in, 172-173; conflict and, 175; cultural importance of, 171; helpers and, 175-176; mother/father roles in, 173-174; separation/divorce in, 174-175

Family, Vietnamese: communication in, 172-173; conflict and, 175; cultural importance of, 171; helpers and, 175-176; mother/father roles in, 173-174; separation/divorce in, 174-175

Feminism: diversity and, 237; E.R.A. and, 236-237; lesbians and, 237; mediation and, 19, 59, 85-86; new perspectives for, 239-240. *See also* Women

Fleischer, J. M., "Directing and Administering a Mediation Program: The Transformative Approach," 295-304

Folger, J. P., "Transformative Mediation and Third-Party Intervention: Ten Hallmarks of a Transformative Approach to Practice," 263-278

Forest issues, debate on, 327-328

Fortuitous events, 287-288

Framing problems: into-the-sea framing and, 310; muddled framing and, 309; primal scream syndrome and, 309-310; transformative mediation and, 310; zero-sum framing and, 310

"From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344

G

Gay and Lesbian Alternative Dispute Resolution Services (GLADRS; San Francisco), 48-49

Gays. *See* Lesbians/gays

Gender: agreement satisfaction and, 59-61; differential treatment and (case examples), 229; economic self-sufficiency and, 94; negotiating style and, 94; power imbalance and, 85-86

Gentry, D., "Advanced Medical Directives and Family Conflict: A Potential Opportunity for Mediator Intervention," 115-124

Grillo, T., "Respecting the Struggle: Following the Parties' Lead," 279-286

GRIT (graduated and reciprocated reduction in tension) dialogue, 314

Gunning, I. R., "Mediation as an Alternative to Court for Lesbian and Gay Families: Some Thoughts on Douglas McIntyre's Article," 47-52

H

Hathaway, W., "A New Way of Viewing Dispute Resolution Training," 37-45

Herrnstein, B. H., "Women and Mediation: A Chance to Speak and to Be Heard," 229-241

Herzig, M., "From Diatribe to Dialogue on Divisive Public Issues: Approaches Drawn from Family Therapy," 323-344

Homeowners associations (HOAs): anthropological approach to, 100, 112; boards

Homeowners associations (*continued*)

of, 102, 107-109; as civic entities, 102; commons and, 99, 104-105, 111; community mediation and, 112; developer control of, 102; fairness and, 110; financial obligations of, 102; goals of, 102; growth of, 101; historical background of, 101; individuality and, 110; long-/short-term interests and, 110-112; planned residential developments and, 102; Pondtrees (Fla.; case study), 102-112; private property rights and, 110; property managers and, 102; property ownership ambiguities and, 109; rights/duties of, 111; statistics on, 100; volunteers and, 108-109

Homosexuality: feminism and, 237; mediator education about, 48, 51; myths about, 47; research, 51. *See also* Lesbian/gay mediation

I

Identity conflict: avoidance of, 345; core of, 346; disputants' needs and, 346; external component of, 347; intersubjective intersections and, 346; reflexive dialogue and, 347-348; subjectivity of, 346

Interpersonal mediation: anger/hostility in, 91, 96-97; cognitive style and, 93; communication in, 92-93; cultural/societal stereotyping and, 95; depression and, 97; dominance in, 90; economic self-sufficiency and, 94; entitlement and, 92; gender/age differences and, 94-95; guilt and, 92; institutionalized hierarchies and, 95; intimidation in, 91; knowledge base and, 93-94; mediator interventions and, 88-96; moral/ethical sense and, 93; power inequities in, 88-96; power versus weakness debate in, 85; self-esteem and, 91-92

Interventions, mediator: cognitive style/capabilities and, 93; cultural/societal stereotypes and, 95; defined, 38; disputant history/dynamics and, 90-91; economic self-sufficiency and, 94; educational benefit of, 38-39; for empowerment, 96; gender/age differences and, 94-95; institutional hierarchies and, 95; personality/character traits and,

91-93; power-related, 88; third-party, 39-40

Intractable conflicts: conflict overlays and, 309-314; Conflict Research Consortium study on, 306-307; constructive confrontation approach to, 307-318; core issues of, 314-318; core pathologies of, 314-318; down-in-flames syndrome and, 318; GRIT dialogue process and, 314; high stakes element of, 314; inadequate identification of strategic options and, 314-317; interpersonal, 306; misjudgment of costs/benefits of alternative strategies and, 317-318; overlooking ripe moments and fighting to bitter end and, 318; public policy, 305-306; win-lose element of, 314. *See also* Fact-finding problems; Framing problems; Misunderstandings; Procedural problems; Public Conversations Project; Strategic options

"Inviting Fortuitous Events in Mediation: The Role of Empowerment and Recognition," 287-294

Irving, H. H., "Research in Family Mediation: Review and Implications," 53-82

Israeli/Palestinian conflict, reflexive dialogue and (case example), 348-351

"Issues in the Termination of Mediation Due to Abuse," 19-35

J

Jerusalem. *See* Israeli/Palestinian conflict, reflexive dialogue and (case example)

Juveniles: approaches to, 247-250; CHINS program, 248; criminal behavior by, 246-247; law and, 246-247; Massachusetts Children's Hearings Project, 249-250; mediation and, 244-246; PINS program, 248; Scottish Children's Hearing Project, 248-249. *See also* Children; Status offenders

K

Kelly, J. B., "Power Imbalance in Divorce and Interpersonal Mediation: Assessment and Intervention," 85-98

Kennedy, R. M., "Mediating Status Of-

fender Cases: A Successful Approach," 243-260

L

- Language, 8. *See also* Communication
- Law: juveniles and, 246-247; lesbians/gays and, 48, 50. *See also* Litigation
- Lesbian and Gay Community Mediation Service (New York), 49
- Lesbian and Gay Mediation Project of Dispute Resolution Services (Los Angeles), 49
- Lesbian/gay mediation: community conflict and (case example), 151-162; diversity issues and, 237; Gay and Lesbian Alternative Dispute Resolution Services, 48-49; gay lifestyle and, 48, 50; legal system and, 50; Lesbian and Gay Community Mediation Service, 49; lessons, 50-51; philosophy, 50-51; projects, 48-49; purpose, 48. *See also* Camp Sister Spirit, dispute mediation
- Litigation: Adjusted Winner model and, 197-203; divisiveness of, 246; domestic violence and, 235; family mediation and, 58, 69; sexual harassment and, 233-234; women and, 230, 233, 238. *See also* Adjudication; Law
- Love, L. P., "Practice Guidelines for Co-Mediation: Making Certain That 'Two Heads Are Better Than One,'" 179-189
- Lucas County Juvenile Services Mediation Program: confidentiality and, 253; goals, 251; modifications to, 256-257; operation, 251-252; origins, 250; personalized nature of, 253; staffing, 252-253; strengths of, 253-256; student mediator training and, 255-256, 258; user satisfaction with, 254, 258; weaknesses, 256-258
- Lynch, T. P., "Camp Sister Spirit: A Retreat Under Siege," 151-163

M

- Massachusetts Children's Hearings Project, 249-250
- Massachusetts Office of Dispute Resolution, 42-43
- "Mediating Status Offender Cases: A Successful Approach," 243-260

- Mediation: adjudication and, 245; appreciation in, 288; in China, 142; conventional wisdom and, 143; cultural competence and, 169-176; dichotomous problem solving and, 7; diversity and, 236-238; domestic violence and, 91, 235-236; educational benefits of, 39; empowerment in, 87, 236, 263-264, 277, 289-293, 307; feminist view of, 19, 59, 85-86; fortuitous events in, 288; homeowner associations and, 112; power versus weakness debate in, 86; principled negotiation model of, 220; reality constructions and, 7; safety concerns in, 19-21, 236; setting, 56-57; settlement and, 97; sexual harassment and, 234; technical-rational model of professional practice and, 132; as therapy, 16; traditional professional models and, 132-133, 147; women and, 85-86, 230-232. *See also* Agreement; Alternative dispute resolution (ADR); Child Find mediation program; Conflict resolution; Co-mediation; Context, mediation; Cross-cultural mediation; Divorce mediation; Family mediation; Interpersonal mediation; Lesbian/gay mediation; Lucas County Juvenile Services Mediation Program; Parent-child mediation; Research, mediation; Status offender mediation; Termination, of mediation; Transformative mediation; Workplace mediation
- "Mediation as an Alternative to Court for Lesbian and Gay Families: Some Thoughts on Douglas McIntyre's Article," 47-52
- "Mediator as Trickster: The Folklore Figure as Professional Role Model, The," 131-149
- Mediators: active listening by, 219-220; AFM standards and, 224; ambiguity tolerance of, 133-134; anger and, 280-282; as conflict analysts/managers, 135, 144-146; context transformation techniques of, 7-14; court-based, 55-57, 72; dichotomous thinking and, 7; domestic violence training for, 91; emotional factors and, 218-219, 225-226; ethical decision-making guidelines for, 225-226; expertise of, 146-148; fairness and, 221-222; folkloric background of, 134-135; interactive tasks of, 219-222; intersubjective approach by, 220-221, 224; language use by, 8; marginal status of, 142-143; mistakes of, 11-12; moral responsibility of, 129-130;

Mediators (*continued*)

neutralist versus interventionist role of, 128; participant-observer role of, 219; patient self-determinism strategies for, 122-123; power balancing by, 86, 88; practice styles of, 55-56; professional associations of, 129; questioning approaches of, 10-11; reality construction and, 6-7; resistance and, 9-10, 282; respectfulness of, 279; role differences/definition of, 16-17, 133-134; self-transformation of, 5-7; skills/knowledge areas of, 128-129; strategic empathy of, 7; systemic intuition of, 134; technical expert model and, 132, 146-148; thinking frame of, 143-144; timing and, 282-283; transformation of, 303; transformative mediation practice and, 266-278, 299-301; trickster role model for, 3-5, 17, 131, 134-136, 141-147; truthfulness and, 15; work modes of, 127-128. *See also* Cultural competence, mediator; Intervention, mediator; Neutrality, mediator; Third-party intervenors; Training, mediator; Trickster-mediator strategies

Medical directives. *See* Advance medical directives

Metaphor, 8-9

Millar, H. D., "Resolving Parental Abduction: Child Find of America's Mediation Program," 207-216

Misunderstandings: anger-induced, 311; extremist bias and, 311; I-already-know syndrome and, 311; recreational complaint syndrome and, 311; transformative mediation and, 311-312; treatment approaches for, 311-312

Mostaghel, D. M., "Mediating Status Offender Cases: A Successful Approach," 243-260

Mutual gains bargaining (MGB), 39

N

National Institute for Dispute Resolution, 208

Negotiation: complexity of, 12-13; mediation as, 12; rational/simplistic view of, 12; as ritual/drama, 13-14; teaching, 13-14

Negotiation training: dispute resolution/prevention and, 39-41; international

disputes and, 41; labor-management negotiations and, 39; of lawyers, 40-41; learning context and, 41-42; in Massachusetts (case study), 42-43; for professionals, 40; third-party interventions and, 38-40

Neurolinguistic programming, 6-7

Neutrality, mediator: AFM standards and, 224; aspects of, 25-26; domestic abuse and, 26; fairness versus, 221-222; rationalist approach to, 6; trickster-mediator approach to, 6; value-free, 26

"New Way of Viewing Dispute Resolution Training, A," 37-45

Nonadjudicative dispute resolution, 295.

See also Alternative dispute resolution (ADR)

Nongovernmental organizations (NGOs), 328, 330-332

P

Pakistan. *See* Family, Pakistani

Paradox, 9-10

Parens patriae system, 247

Parent-child mediation, 244, 246

Parental abduction: Child Find program and, 208; definition of, 207; NISMART study of, 207; risk factors for, 207-208

Patient self-determinism: advanced directives and, 116; case example, 120-121; concerns about, 117; durable power of attorney and, 116; family conflict and, 120-121; family mediation and, 120-123; legislative developments and, 115-117; living wills and, 116; mediator involvement in, 122-123; preference and, 116; proponents of, 116-117; recent trends/findings on, 117-120. *See also* Advanced medical directives

Patient Self-Determinism Act (PSDA), 115-117

Persons in Need of Services (PINS), 248

Planned residential developments (PRDs): apathy and, 111-112; commons and, 99, 104-105, 111; condominiums and, 102; as corporate groups, 101; economic considerations of, 102; fairness and, 110; growth of, 102; historical background of, 101; homeowner associations and, 102; individuality versus deperson-

- alization and, 110; long-/short-term interests and, 110-112; ownership issues and, 101, 109; Pondtrees (Fla.; case study), 102-112; private property and, 102, 110; residential issues and, 111. *See also* Pondtrees residential development (case study)
- Polarization, 313-314
- Pondtrees residential development (case study): board election and, 107-108; commons of, 104-105, 111; conflicts in, 110; HOA goals and, 104; interests conflicts in, 110-112; place/residents of, 103-104; resident manager and, 105-107; volunteers and, 108-110
- Pope, S. G., "Inviting Fortuitous Events in Mediation: The Role of Empowerment and Recognition," 287-294
- Population/development, debate on, 328
- Power: actual versus potential, 87; bargaining and, 86; conflict and, 86; defined, 87; domestic violence and, 236; empowerment and, 86-87; fluidity of, 87; idiosyncratic nature of, 87; mediator interventions and, 88; mediator role and, 86, 88; power imbalance and, 87-88; theoretical weakness of discussion of, 86; versus weakness debate in mediation, 85-86; women advocates and, 86
- Power imbalance: defined, 87; empowerment and, 87; gender and, 85-86; intractable conflicts and, 306, 312, 318; mediation settlement and, 97; mediator interventions and, 88; mediator role in, 86, 88; power and, 87-88; research on, 86
- Power imbalance factors: cognitive style/capabilities, 93; cultural/societal stereotypes, 95; disputant relationship history, 90-91; economic self-sufficiency, 94; gender/age differences, 94-95; institutional hierarchies, 95; knowledge base, 93-94; personality/character traits, 91-93
- "Power Imbalance in Divorce and Interpersonal Mediation: Assessment and Intervention," 85-98
- "Practical and Ethical Concerns in Divorce Mediation: Attending to Emotional Factors Affecting Mediator Judgment," 217-227
- Practice: "Issues in the Termination of Mediation Due to Abuse," 19-35; "Mediation as an Alternative to Court for Lesbian and Gay Families: Some Thoughts on Douglas McIntyre's Article," 47-52; "A New Way of Viewing Dispute Resolution Training," 37-45; "Practice Guidelines for Co-Mediation: Making Certain That 'Two Heads Are Better Than One,'" 179-189
- Pro Se Family Mediation Project: contact with mediators in, 301-302; contact with parties in, 302-303; court-connected mediation and, 297; funding of, 297; initiation of, 299-301; limitations of, 303-304; mediator assignments/fees in, 298; mediator training in, 299-301; mediator transformation in, 303; participants in, 297-298; philosophy of, 298-299
- Procedural problems: fair-treatment-related, 312; junk science syndrome and, 313; missing stakeholder syndrome and, 312; power imbalance complaints and, 312; treatment approaches for, 312; treatment approaches to, 313
- "Procedure for Divorce Settlements, A," 191-205
- Professionalism: divorce mediation and, 129; linear analytical mode of, 133-134; mediation and traditional models of, 132-133, 147; technical-rational model of, 132
- Promise of Mediation, The* (Bush and Folger), 287-288, 294, 295, 307, 312, 338, 345
- Public Conversations Project: abortion debate and (case example), 324-325, 327; collaboration with participants and, 328-331, 340-341; dialogue facilitation and, 330-337; family therapy and, 329-330; forest issues debate and (case example), 327-328, 341; fostering new and, 334-337; general approach of, 328-340; long-standing public issues conflicts and, 324; population/development debate and (case example), 328; prenegotiation and, 340; preventing conflict reenactment and, 331-334; preventing old in, 331-334; purpose of, 323; structured prevention and, 338-339; structured self-expression and,

Public Conversations Project (*continued*)
338; transformative mediation and,
337-340

Public policy conflicts: abortion, 324-325,
327; constructive confrontation and,
321; dialogue versus destructive debate
and, 325-326, 340; forest issues,
327-328; intractable, 305-306; popula-
tion/development, 328. *See also* Public
Conversations Project

R

Recognition: appreciation and, 288-289;
case example, 287-288; constructive
confrontation and, 307; empowerment
and, 289; teaching, 293-294; as trans-
formative event, 288; transformative
mediation and, 263-264

Reflexive dialogue: defined, 345, 347; dou-
ble-loop reflexivity and, 348; goal of,
345; identity conflict and, 347-348;
Israeli/Palestinian conflict and (case
example), 348-351; single-loop reflexiv-
ity and, 348; transformational potential
of, 345, 347, 352

"Reflexive Dialogue as Transformation,"
345-352

Reframing, 9

Research: "Research in Family Mediation:
Review and Implications," 53-82

Research, mediation: agreement follow-up,
63-64; agreement rate, 57-58; client
attributes, 67; client satisfaction, 58-59
client-mediator interaction, 67-68;
coparental relations, 61-62; cost, 62-63,
71-72; court-based mediation, 55-57,
72; ethical issues, 217; family mediation
(review), 54-73; future, 70-71; gender
differences, 59-61; mediation models
and, 70; mediator practice, 55-56;
methods, 64-67; outcomes, 57-67; pol-
icymaking and, 71-72; power dynamics
in, 86; practice implications of, 72-73;
practice setting, 56-57; process, 55-57;
success predictors, 67-68

"Research in Family Mediation: Review and
Implications," 53-82

Residential groups. *See* Homeowners asso-
ciations (HOAs)

Resistance, 9-10, 282

"Resolving Parental Abduction: Child Find
of America's Mediation Program," 207-
216

"Respecting the Struggle: Following the
Parties' Lead," 279-286

Right-to-die issues. *See* Patient self-deter-
minism

Ripps, S. R., "Mediating Status Offender
Cases: A Successful Approach," 243-260

"Role of the Mediator in Family Mediation,
The," 125-130

Roth, S., "From Diatribe to Dialogue on
Divisive Public Issues: Approaches
Drawn from Family Therapy," 323-344

Rothman, J., "Reflexive Dialogue as Trans-
formation," 345-352

S

School-based mediation, 40

Scottish Children's Hearing Project, 248-
249

Settlement-oriented agreement, 73

Sexual harassment, 232-235

Stains, R. R., Jr., "From Diatribe to Dia-
logue on Divisive Public Issues: Ap-
proaches Drawn from Family Therapy,"
323-344

Status offender mediation: adjudication
versus, 244-245; advantages of, 244-
246; confidentiality of, 246, 253; cost-
effectiveness of, 246; family relations
and, 245-246. *See also* Lucas County
Juvenile Services Mediation Program

Status offenders: case example, 243; crim-
inal offenders versus, 246-247; defined,
244; increase in, 244; juvenile law and,
246-250; *parens patriae* power and, 247.
See also Juveniles

Storytelling, 136-137

Strategic empathy, 7

Strategic options: EATNA limit and,
315-316, 318; force-based, 314-315;
inadequate identification of, 314-317;
mirage effect and, 315; misjudging
costs/benefits of, 317-318; power of per-
suasion and, 315-316; power strategy
mix and, 316; scale-up problem and, 315
Stulberg, J. B., "Practice Guidelines for Co-
Mediation: Making Certain That Two
Heads Are Better Than One," 179-189

T

Taylor, A. D., "A Procedure for Divorce Settlements," 191-205

Termination, of mediation: alternatives to, 26-30; autonomy and, 24; confidentiality and, 24-25; consensus guidelines for, 33; decision makers in, 30-31; decision-making model and, 21-22; disclosure and, 24; fairness and, 26; goals and, 26; honesty and, 25; interested parties in, 22-23; issues of, 21-33; neutrality and, 25-26; option selection in, 31-33; reasons for, 97; sanctity of life and, 23-24; scenario for, 22-33; security of the person and, 24; safety guidelines and, 20-21; values and, 23-26; women and, 97

Theory: "The Constructive Uses of Deception: Skills, Strategies, and Techniques of the Folkloric Trickster Figure and Their Application by Mediators," 3-18

Therapeutic family mediation (TFM), 69-71. *See also* Family mediation

Third-party intervenors: constructive confrontation and, 320-321; transformative mediation and, 264, 274-276, 278. *See also* Mediators

Timing, 282-283

Training: as intervention, 43-44; mediation and, 38; mutual gains bargaining, 39; organizational change and, 43. *See also* Dispute resolution training; Negotiation training; Training, mediator

Training, mediator: co-mediation and, 188; cultural competence and, 177-178; transformative mediation skills and, 299-301

Transformative mediation: allowing expression of emotion and, 271-272; allowing for uncertainty and, 272; anger in, 280-282; blame and, 283-285; children and, 285; conceptual basis of, 264-265; concrete measures in, 277-278; conflict transformation and, 321; de-escalation and, 314; describing mediator role in, 266-267; empowerment focus in, 263-264, 277; evaluation measures and, 276; fairness and, 283-284; feeling sense of success and, 275-276; focusing on the here and now and, 273; fortuitous events and, 288; framework of, 277; framing problems and, 310; general

patterns of practice and, 278; genuine inquiry in, 280; goal of, 319; hallmarks of practice of, 266-276, 279-280; implementation of, 265; incremental approach of, 308, 319-320; key elements of, 263; leaving responsibility with parties and, 267-268; mediator goals and, 277; mediator respect in, 279; mediator role in, 264; misunderstandings and, 311-312; nondirective nature of, 277; performance criteria and, 276; personal growth and, 337-338; potential transformative effects of, 264, 277; practice-centered inquiry in, 265; principles/societal norms and, 294; Pro Se Family Mediation Project (case example), 295-304; procedural problems and, 312; process dangers in, 279; process groundrules and, 276; Public Conversations Project and, 337-340; questions about, 339; recognition focus in, 263-264; refusing to be judgmental and, 268-269; resistance in, 282; responding to parties' statements and, 273-274; spontaneous intervention and, 338-339; taking optimistic view and, 269-271; theory to practice in, 263-266; third-party role in, 320-321; timing and, 282-283; unrestricted self-expression and, 338; using hallmarks in practice of, 276-277; as value-based, 320; value of transformative effects in, 264; viewing intervention in larger context and, 274-275. *See also* Constructive confrontation; Reflexive dialogue

"Transformative Mediation and Third-Party Intervention: Ten Hallmarks of a Transformative Approach to Practice," 263-278

Trickster: as ambiguous, 137; in American Indian stories, 5; in biblical folklore, 137-139; as conflict analyst/manager, 135, 144-146; as conflict manager, 3, 17; folkloric background of, 134-139; heroic role and, 141-142; in Indian folklore, 139; marginal status of, 141-143; as mediator role model, 3-5, 17; in modern culture, 139-140; negative connotations of, 14; prototypes of, 140-141; rational social order and, 143-144; thinking frame of, 143-144; wit/humor of, 5, 8

Trickster-mediator strategies: challenging nature of, 143; Columbo example, 11; context transformation, 7-14; dichotomous thinking and, 7; dissonance creation, 7-8; language use, 8; metastrategies, 14; mistakes, 11-12; paradox, 9-10; questioning, 10-11; reality construction, 6-7; reframing, 9; ritual/drama, 12-14; self-image and, 5-6; self-transformation, 5-7; social status and, 142; storytelling as, 137; two-part approach of, 5; validation and, 6. *See also* Deception

U

U.N. Conference on Population and Development, 328, 332
University of Colorado, 306
University of Toledo College of Law, 244, 250-252, 255-256, 258

V

Values: autonomy, 24; confidentiality, 24-25; disclosure, 24; fairness, 26; honesty, 25; neutrality, 25-26; personal, 23; professional, 23; safety/security and, 32; sanctity of life, 23-24; security of the

person, 24; societal, 23. *See also* Neutrality; Ethics
Vietnam. *See* Family, Vietnamese
Violence. *See* Domestic abuse/violence

W

Women: advocates for, 85-86, 238-240; angry feelings of, 281; diversity and, 236-238; domestic violence and, 235-236; empowerment of, 88; historical inequities of, 85; litigation and, 230, 233, 238; mediation and, 85-86, 88, 230-232; mediation termination by, 97; sexual harassment and, 232-235; socialization of, 85; suffrage of, 232; voice of, 232. *See also* Gender; Feminism
"Women and Mediation: A Chance to Speak and to Be Heard," 229-241
Workplace mediation, 95

Y

Yang, H., "The Disputing Process: An Ethnographic Study of a Homeowners Association," 99-113

